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Electronic mail processor for automatic answering system - searches for appropriate reply using arbitrary keywords from question in mailed text

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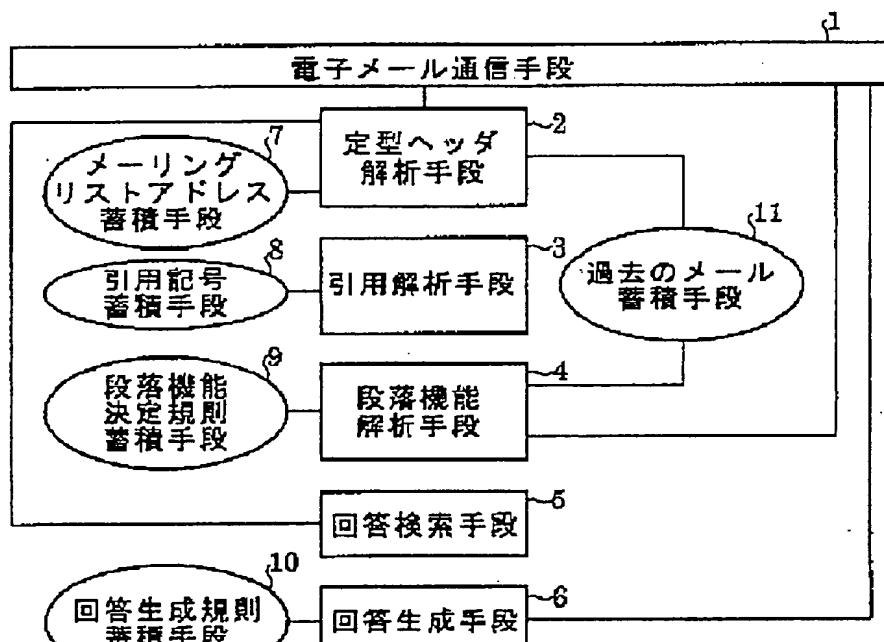
T01 (98.09.25) G06F 13/00, 17/21, H04L 12/54, 12/58

The processor has a function analyser (4) to analyse the question in the E-mail text based on rules stored in a memory (9). A reply search unit (5) extracts the arbitrary keywords in the question and searches for a predefined reply with similar keywords in a corresponding question and obtains a reply. The obtained reply is judged to be the correct result and replied duly.

ADVANTAGE - Improves service efficiency. Reduces search time. Saves labour. Performs automatic answering of reply to question performed by electronic mail. (9pp Dwg.No.1/12)

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本発明装置の構成図